

CORRECTED

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH – PLANNING DIVISION CULTURAL COMPETENCY COMMITTEE MEETING

Date: July 13, 2011

Present: Haydeh Fakhrabadi, Meri Ghazaryan, Naga Kasarabada, Ann Lee, Tomas Martinez, Kumar Menon, Anna Perne, Sandra Chang-Ptasinski, Lisha Singleton, Kimberly Spears, Matthew Wells, Leticia Ximenez

Absent: Veronica Aguilar, Ilda Aharonian, Anahid Assatourian, Staci Atkins, Lupe Ayala, Kelli Blanchfield, Ana Beltran Bortolussi, Alysa Bray, Marlyn Campbell, Norma Cano, Leah Carroll, Sophia Chan, Josh Cornell, Susan Crimin, Claudia Fierro, Janet Fleishman, Kimberly Floyd, Keren Goldberg, Sylvia Guerrero, Diane Guillory, Adrienne Hament, Lisa Harvey, Kia Hayes, Monika Johnson, Martin Jones, Gladys Lee, Rose Lopez, Alex Medina, Seth Meyers, Ruby Quintana, Emilia Ramos, James Randall, Jaime Renteria, Michelle Rittel, Kimber Salvaggio, Krista Scholton, John Sheehee, Karen Sprague, Melody Taylor, Albert Thompson, Kari Thompson, Patricia Lopez-White, Jessica Wilkins, Tara Yaralian, Sunny Yu

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome & Introductions	Attendee introductions
Review of Minutes	June 8, 2011 minutes reviewed and approved.
CCC Focus Areas	<u>E-news</u> <ul style="list-style-type: none">As you may recall in our previous meeting, Kia presented to the team the linguistic and ethnicity breakdown by Service Area for our E-news column. A suggestion was made to wait for the U.S. Census 2010 Data to be posted for inclusion in our column. However, it was found by Dr. Vandana Joshi that the Census Data are actually estimates and the actual findings from the data collection will not be posted until later this month or until August. Sandra asked if members would like to wait for the U.S. Census Data to be posted or just submit the CC: Did You Know column with Service Area demographic information only. The committee members decided to wait for the Census Data. <u>CCC objectives</u>

<p>CCC membership to include contract providers</p>	<ul style="list-style-type: none"> • As discussed in our previous meetings, members agreed to have a lead person for the different objectives that the committee identified. A form was created for each objective so members could list their names on the objective that they are most interested in. The committee members discussed the following objectives: oversee LACDMH forms including tracking final recommendations to EMT, support CC: Did You Know E-news column, review Translation policy document, collaborate with the CCC regarding face-to-face interpretation work with the UREP Leadership group, and review results of Training evaluations to make recommendations for improvement of the CC content trainings. Members signed up under objective of greatest interest to them. Eventually members will organize as smaller workgroups to target Cultural Competent related issues and ideas specific to their objective of choice. • Kimberly Spears suggested having someone attend the Executive Provider meetings in the Service Areas to talk about Cultural Competency and talk about what the Committee is working on so that the Executive Providers are informed. She also suggested that they can discuss this topic at the Program Head's meetings and they can further the discussion back to each individual clinic to get their feedback. She also shared with everyone that after each CCC meeting, she distributes the information to her Service Area QIC meeting. This is an agenda item in their QIC meeting every month. She also suggested taking a picture of the CCC members and posting it on the CCC website.
<p>Face to Face Interpretation</p>	<ul style="list-style-type: none"> • The members also suggested that Gladys Lee (in her role as the LACDMH Ethnic Services Manager) brings up at the District Chief's meeting the need to include cultural competency as a standing item on the SAAC meeting agendas. • Ann suggested sending out our E-news column to all providers, instead of only DMH staff. Public Information Office (PIO) will be contacted to find out if this is possible. • In regards to face to face interpretive services, the Committee members suggested finding out the need of the clients and looking at other departments like Health Services or DCFS to see how they are handling those needs. Another suggestion made was to survey the amount of need that there is for face to face interpretive services from units that might be involved such as Access Center, HR, and CC. • Another suggestion was to bring in the bilingual bonus policy and see if we can develop a section on how staff who are on the bilingual bonus will be called upon to assist with language services by diverse programs within DMH. <p><u>Rotation of CCC meetings</u></p> <ul style="list-style-type: none"> • In our last meeting, a suggestion was made to have the CCC meetings rotated in different locations. Haydeh suggested it would be challenging finding a room or a place for meetings and it will cause the meetings to fall apart. Other members agreed with Haydeh and

- As discussed in our previous meetings, members agreed to have a lead person for the different objectives that the committee identified. A form was created for each objective so members could list their names on the objective that they are most interested in. The committee members discussed the following objectives: oversee LACDMH forms including tracking final recommendations to EMT, support CC: Did You Know E-news column, review Translation policy document, collaborate with the CCC regarding face-to-face interpretation, work with the UREP Leadership group, and review results of Training evaluations to make recommendations for improvement of the CC content trainings. Members signed up under objective of greatest interest to them. Eventually members will organize as smaller workgroups to target Cultural Competent related issues and ideas specific to their objective of choice.
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	suggested not to change the location since it would be challenging for everyone.
CC Unit Updates	<p><u>CBMCS Meeting</u></p> <ul style="list-style-type: none"> Sandra invited all the CCC members for a meeting to meet the trainers of the California Brief Multicultural Competency Scale (CBMCS), which will be held on July 19, 2011. At the meeting, they will share about the curriculum and how it was developed and talk about the assessment scale in terms of evaluating the level of cultural competency of each individual. At the end of the meeting, they will have a feedback session to discuss whether or not they find this training appropriate to DMH and if they would like to adopt it. Other questions that will be discussed in this meeting will include the cost and benefits for this training and to find out if other counties have implemented the CBMCS. It is important to attend the meeting since it will give everyone an opportunity to provide feedback in terms of how this training will be useful. <p><u>Translation of LAC-DMH forms</u></p> <ul style="list-style-type: none"> Sandra announced that they have found a vendor for the translation of the LACDMH forms, Lazar and Associates. This vendor will translate 8 different forms that the Committee identified as priority. Once the vendor is done with the translation, they will send that to the CC unit and Sandra will share it with the CCC to find people who have the linguistic expertise (in the languages the forms have been translated into) to help assess the quality of the translation. <p><u>EQRO Results</u></p> <ul style="list-style-type: none"> Sandra shared with the team the results of the EQRO Audit in regards to the CCC. One of the suggestions made was that the CCC needs to make a greater effort to involve contract providers and consumers to join the Committee. Another issue brought up by the auditors was the interracial issues in Service Area 6. The focus groups that involved West Central Clinic consumers had issues that were strongly cited. One of them was that consumers felt that they were being jumped in the line and they felt discriminated because they did not have the language capability to defend themselves. The other issue was that the clinics had a lack of drinking water fountains in all of the buildings. Consumers who needed to take their medication could not get access to a water fountain in the building. The District Chiefs in SA 6 were wonderful in constructing a plan in terms of how this was going to be taken care of. <p><u>E-news: Publication of Children's artwork on Cultural Competency</u></p> <ul style="list-style-type: none"> Sandra announced that the publication of the Children's artwork on Cultural Competency was posted on the website in our E-news column.
CC Trainings	

	Listed on Agenda
Next Meeting	<ul style="list-style-type: none">• Wednesday, August 10, 2011, 1:30 pm to 3:30 pm 695 S. Vermont Ave., 15th Floor Glass Conference Room

Respectfully Submitted,

Sandra A. Pasmicki